



*Learning Today, Leading Tomorrow*

**Bishops Down Primary School**

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Headteacher: Mrs C Owen

Dear Parent and Guardians

On behalf of the Governing body we would like to thank you for taking the time to complete the recent parental survey for Bishops Down School which we reviewed at our May meeting. In particular the lovely comments received about staff are always very much appreciated and we will share these with them. We are delighted that such a high percentage of families are happy.

Of course, as with any organisation, there can always be improvements and your constructive comments are always welcome, not just through the survey, but at any time during the school year. Mrs Owen, and the staff, are justly proud of the open door approach that allows parents and carers to come in and talk through any concerns or issues as they arise with teaching assistants, teaching staff, senior leadership, and especially with the Headteacher herself.

We are all, teachers, parents and governors, working in the best interests of the children to ensure a happy, well balanced and stable environment for them to flourish and develop. There were a number of very pertinent comments made that Mrs Owen will be responding to directly through the newsletter and parent evenings.

In these days of social media, we recognise the value that such sites as Facebook can bring to sharing information about the school, but as with any type of communication, we would recommend caution when these forums are used sometimes inaccurate or misleading information can be posted, no doubt in good faith, which can then be seen as fact. We are aware that in some cases this has caused upset and distress unnecessarily to parents and staff, which is unhelpful to everyone concerned.

As Governors, we are very conscious that Mrs Owen endeavours to make herself available at the school gate, in the playground and through her parent/carer sessions when anyone can call in to discuss anything with her, whether queries, questions or recognising staff input and we would strongly encourage you to take up the opportunity if you have something specific you would like to raise with her. We hope that you will appreciate that on occasions Mrs Owen is constrained by confidentiality around certain aspects of the school including staffing, but she will always be willing to hear your thoughts and feedback and work with you and your children to provide the best learning environment for them.

This type of open access to the Headteacher is not available in many primary schools but we are grateful to Mrs Owen to making herself available to parents and carers to such an extent endeavours to hear all views. It is through this type of face to face contact that queries or matters of concern can best be addressed and informed responses to anything raised.

In conjunction with this, as Governors we are always very happy to hear from parents with their constructive thoughts and ideas. Once again, thank you for taking the time to complete the survey – this year's response was the highest we have had.

Wishing everyone a very happy half term and I hope to meet you through various school events in the coming weeks.

Kind regards

Mrs K Merrin